

DOCUMENT RETRIEVAL REQUEST FORM

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Only one request per form. Original copy only.

☐

Author/Editor:

FULL TEXT

Journal/Book Title:

Please see attached printout

Article Title:

articles marked 'X'

Volume Number:

Report Number:

Pages:

Issue Number:

Series Number:

Year of Publication:

Publisher:

Remarks:

STAFF USE ONLY

Monthly Accession Number:

Library Action	PTO		LC		NAL		NIH		NLM		NIST		Oth
	1st	2nd	1st	2nd	1st	2nd	1st	2nd	1st	2nd	1st	2nd	1st
Local Attempts													
Date													
Initials													
Results													
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Page Count													
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Source

Date

Remarks/Comments

1st and 2nd denotes time taken to a library

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Ordered From:

Comments:

? s purchas? (s) gift (s) registry (s) (select? or suggest?)

797775 PURCHAS?
45335 GIFT
12114 REGISTRY
619910 SELECT?
433127 SUGGEST?

S2 29 PURCHAS? (S) GIFT (S) REGISTRY (S) (SELECT? OR SUGGEST?)
? t s2/7,k/1-5

2/7,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02024799 53917104

USE FORMAT 9 FOR FULL TEXT

The recipe for e-commerce success

ABSTRACT: Most would agree that a superb e-business Web site is one that meets all of your needs as quickly as possible. Many companies have invested an extraordinary amount of time and money in creating Web sites off of which to sell their products, only to fail miserably because they made the mistake of assuming that customers will somehow find their sites with a virtual divining rod and that their Web sites are there to serve their companies, not their customers. Guidelines are presented.

Roth, Tracey S

Call Center Solutions v18n11 PP: 62-66 May 2000 ISSN: 1521-0774

JRNL CODE: TLM

DOC TYPE: Periodical; Feature LANGUAGE: English RECORD TYPE: Fulltext

LENGTH: 5 Pages WORD COUNT: 2663

...TEXT: those intrepid individuals about to marry. The site is extraordinarily complete and includes a broad **selection** of products for direct **purchase** (from salad bowls to honeymoons), a **gift registry** (the company says it has over a million brides and grooms as members and they...

* 2/7,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02003723 49988340

USE FORMAT 9 FOR FULL TEXT

Checking out kiosks

ABSTRACT: Electronic kiosks are branching out from their roots as **gift-registry** applications in department stores. Today, some catalogers are using kiosks as another way to reach customers, provide additional product information, and enhance customer service. For example, Federated Department Stores, a Cincinnati-based cataloger/retailer that includes Bloomingdale's, Macy's, and The Bon Marche, launched its kiosk program in November. Each division's kiosks offer different functions. Visitors to Bloomingdale's 12 kiosks were able to view the entire Bloomingdale's holiday catalog, find **gift suggestions**, and make **purchases**.

Kroll, Karen M
Catalog Age v17n3 PP: 55-56 Mar 1, 2000 ISSN: 0740-3119 JRNL CODE:
GBAMA
DOC TYPE: Periodical; General Information LANGUAGE: English RECORD TYPE:
Fulltext LENGTH: 2 Pages WORD COUNT: 762
ABSTRACT: Electronic kiosks are branching out from their roots as
gift-registry applications in department stores. Today, some
catalogers are using kiosks as another way to reach...

... Bloomingdale's 12 kiosks were able to view the entire Bloomingdale's
holiday catalog, find **gift suggestions**, and make
purchases.

2/7,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01995774 50834835

****USE FORMAT 9 FOR FULL TEXT****

Building a clicks and mortar world

ABSTRACT: The proposed American Online-Time Warner merger - at \$165
billion, the largest in US history, so far - may create the biggest media
giant the world has ever seen, but that is not the real story. Forget the
fact that the pundits see the merger as a harbinger of increasing
consolidation of media companies. The real story is that the AOL-Time
Warner alliance is just the tip of the iceberg. Gerald Levin, Time-Warner's
CEO, is not the first executive to see the benefits of joining forces with
a dot-com firm, and he will not be the last. The fact is, a number of
bricks-and-mortar companies, from all industries, are already partnering
with upstart Internet firms, and a raft of others are eagerly sizing up
possibilities.

Meyer, Harvey

Journal of Business Strategy v21n2 PP: 20-25 Mar/Apr 2000 CODEN: JBSTDK
ISSN: 0275-6668 JRNL CODE: JST
DOC TYPE: Periodical; Feature LANGUAGE: English RECORD TYPE: Fulltext
LENGTH: 5 Pages WORD COUNT: 2678
...TEXT: stability."

Another option for retailers is to join with companies like Della.com. The
online **gift registry** allows consumers to make wish lists online
that are then e-mailed to friends or relatives. Della.com restricts
selections to its retail partners, which include Banana Republic and
Nieman Marcus. Its **registry** is integrated with those of its partners,
so **purchases** can be tracked both in-store and online.

The registry offers retailers another venue for...

2/7,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01909062 05-60054

****USE FORMAT 9 FOR FULL TEXT****

Pier 1 ups registry offerings, eyes acquisition prospects

ABSTRACT: Gift registries are not just for brides-to-be anymore. Increased
interest in special event gift-giving has prompted specialty retailer Pier
1 Imports to expand its national bridal registry to suit any occasion.
Earlier in 1999, the chain reduced prices in several merchandise
categories, acknowledging its prices had become too high for its core
shopper. Despite its renewed focus on its target shopper, the company is

09/1021,108
10/19/99

Page 1

* VanTassel, Steve; Weitz, Barton A
Direct Marketing v59n10 PP: 40-41 Feb 1997 CODEN: DIMADI ISSN:
0012-3188 JRNL CODE: DIM
DOC TYPE: Journal article LANGUAGE: English LENGTH: 2 Pages
WORD COUNT: 970

...TEXT: purchases quickly.

Utilizing data mining technologies, this personalized shopping service provides features such as a **gift registry** to help shoppers find the "perfect **gift** ." Also, the service profiles shoppers based on their **purchasing** history to offer suggestions on items that suit their preferences.

Services such as these indicate...

1./7k/24

1/7,K/13 (Item 13 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01709993 03-60983

USE FORMAT 9 FOR FULL TEXT

E-commerce equals evolution or revolution

ABSTRACT: Traditional retailers are encouraged and challenged to begin to explore e-commerce as the costs of operating in this world will only escalate from site development to distribution through promotion opportunities. Retailers must be forced to think outside the box in order to move ahead, and now is the time as momentum is headed in e-commerce's directions with shoppers starting to feel comfortable and secure purchasing on-line. Given the transformation requirements and the ever present certainty that time and money are precious, should mass merchants wish to play a role in the new world of on-line shopping, the time to get started is now.

Freedman, Lauren

Discount Merchandiser v38n8 PP: 130 Aug 1998 CODEN: DISMAD ISSN:

0012-3579 JRNL CODE: DMD

DOC TYPE: Journal article LANGUAGE: English LENGTH: 1 Pages

WORD COUNT: 823

...TEXT: services and replenishment programs that truly leverage the available technology. Maintaining shopper lists for commodity **purchasing** or shopping via on-line registries are services that the Web can accommodate very well, potentially limiting shopper store visits for **gift** giving, yet conversely, expanding the geographic reach of these stores. For retailers like Target that today only offer their Lullaby Club for accessing a **registry**, the future of obtaining and creating a household **registry** should be a powerful tool.

Take the E-Commerce Challenge-We encourage and challenge traditional...

1/7,K/14 (Item 14 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01679849 03-30839

USE FORMAT 9 FOR FULL TEXT

Customer management

ABSTRACT: Recognizing that customer equity is one of the only ways to sustain true competitive advantage, leading retailers are intensifying their efforts to identify, satisfy, retain, and maximize the value of their best customers. Enabled by new technology, these forward-focused retailers are employing a number of strategies and tactics designed to capture customers' share of mind, wallet, and, importantly, time. The following customer management practices are discussed: customer relationship marketing, loyalty programs, clienteling, and branding.

* Barnett, Sharan; Barnett, Frank
Direct Marketing v61n11 PP: 41-43 Mar 1999 CODEN: DIMADI ISSN:
0012-3188 JRNL CODE: DIM
DOC TYPE: Journal article LANGUAGE: English LENGTH: 3 Pages
WORD COUNT: 1834

...TEXT: customers have asked for and we're responding to them."
Once the online Wedding and **Gift Registry** is up and running,
customers will be able to access it from their personal computers...

... their local store. They will have the ability to either register or
access a specific **registry**, determine the items requested, verify
availability and **purchase** a **gift** without duplication.

Internet retail sales are growing faster than anyone could have predicted
only a...

still very interested in upscale home furnishing retailing.

Howell, Debbie

Discount Store News v38n19 PP: 2 Oct 4, 1999 ISSN: 0012-3587

JRNL CODE: DSN

DOC TYPE: Journal article LANGUAGE: English LENGTH: 1 Pages

WORD COUNT: 372

...TEXT: the chain's sales.

Pier 1 also has made it easier for both registrants and **gift** givers to participate, allowing on-line realtime checks to find out which gifts have been **purchased** in a **registry**. The chain is still working toward on-line **gift registry** ordering and **selection**. In the mean time, a customer setting up a **registry** comes into one of the chain's 800 stores and uses a handheld scanner to **select** items of interest.

And those gift registry items aren't limited to traditional registry fare ...

2/7,K/5 (Item 5 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01382212 00-33199

USE FORMAT 9 FOR FULL TEXT

Interactive home shopping: All the comforts of home

ABSTRACT: Interactive home shopping is transforming the way consumers and businesses send and receive information, communicate, learn, educate and purchase and sell goods and services. The key factor concerning the success of interactive home shopping is that it allows consumers to individually screen and tailor merchandise that is presented to them in a unique format. The reason that people will shop over the Internet - or use any interactive home shopping format - is because they are getting superior benefits than in existing formats. Meanwhile, companies have been developing and providing Internet-based solutions designed to make better use of the medium's capabilities. For example, IBM has introduced World Avenue, a personalized shopping service on the World Wide Web. The service offers retailers an end-to-end, low-cost marketing solution.

VanTassel, Steve; Weitz, Barton A

Direct Marketing v59n10 PP: 40-41 Feb 1997 CODEN: DIMADI ISSN:

0012-3188 JRNL CODE: DIM

DOC TYPE: Journal article LANGUAGE: English LENGTH: 2 Pages

WORD COUNT: 970

...TEXT: purchases quickly.

Utilizing data mining technologies, this personalized shopping service provides features such as a **gift registry** to help shoppers find the "perfect **gift** ." Also, the service profiles shoppers based on their **purchasing** history to offer **suggestions** on items that suit their preferences.

Services such as these indicate that electronic commerce is...

* 4/7,K/16 (Item 10 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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01316112 (THIS IS THE FULLTEXT)

BUYING INTO INTERACTIVITY

(Planet Reebok uses an interactive window to draw people in from the street
into the store)

Brandweek, v XXXVI, n 40, p 28+

October 23, 1995

WORD COUNT: 2114

4/7,K/11 (Item 5 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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01762609 (THIS IS THE FULLTEXT)

Coast-To-Coast Gifts

(Federated Department Stores has launched a national gift registry where
bridal couples and other customers can register in one store and
automatically be registered in 230 cities nationwide)

Women's Wear Daily, v 173, n 29, p 29

February 12, 1997

WORD COUNT: 145

TEXT:

Federated Department Stores has launched a national gift registry where
bridal couples and other customers can register in one Federated store and
automatically be registered in 230 cities nationwide at Bon Marche,
Burdines, Goldsmith's, Lazarus, Macy's, Rich's and Stem's stores.

The company's wedding and gift registry system features a national client
server-based system. It adds registries for 10,000 brides and other
customers each month and maintains real-time information on more than
200,000 registries.

The in-store **registry** system assigns a bar-code number to each
customer or couple, and they use a hand-held computer to scan merchandise.
Unlike many manual systems that can take days to complete, once **gift
selections** have been made on Federated's system, brides and grooms can
immediately leave the store with a printed copy of their **registry**.
When gifts are **purchased**, they are instantly deleted from the
registry to insure an up-to-date listing.

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Cities Media, Inc.

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...month and maintains real-time information on more than 200,000
registries.

The in-store **registry** system assigns a bar-code number to each
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listing. ...

X 4/7,K/13 (Item 7 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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01650542 (THIS IS THE FULLTEXT)

IBM Invites Retail to Its 'Mall'

(IBM is launching World Avenue, an online shopping site for selling
services and goods over the Internet, with about 20 retailers this fall)

HFN, v 70, n 43, p 11

October 21, 1996

1/7,K/23 (Item 23 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01178510 98-27905

USE FORMAT 9 FOR FULL TEXT

Welcome to the Grand Store

ABSTRACT: There are several advanced technologies that can be used to bring value to the shopping experience itself, including shopper ID systems, intelligent labeling, advanced checkout, kiosks, interactive television, the electronic cafe and the virtual mall. This use of great service and customer assistance through the use of technology is embodied in a concept called the Grand Store. The Grand Store is a department store than contains a cornucopia of customer-serving technologies. Technologies introduced in the Grand Store include: 1. electronic "greeter," 2. paperless customer information, 3. wishbook, 4. retailing as entertainment, and 5. online cafe/interactive TV. To move toward this concept, retailers need to ask themselves these questions: 1. How can I personalize the shopping trip? 2. How can I provide the consumer with enhanced product information? 3. How can I better support the gift-giving shopping trip? 5. How can I leverage the customer's time?

Blischok, Thomas J

Chain Store Age v72n3 PP: 26-30 Mar 1996 CODEN: CSAEAQ ISSN: 0193-1199

JRNL CODE: CSA

DOC TYPE: Journal article LANGUAGE: English LENGTH: 4 Pages

WORD COUNT: 1952

...TEXT: present-day implementations of bridal registry and gift registry with its "Wishbook."

Wishbook is a **gift registry** but does not limit itself to special occasions such as weddings. It also does not...

...segment of the customer base. Any customer can set up a Wishbook profile and enter **gift** ideas at any time-even via an Internet message. Friends and relatives can access the Wishbook to get suggestions whenever they need to **purchase a gift**, for birthdays, for anniversaries, etc.

The Grand Store's Wishbook displays to the customer, on...

1/7,K/19 (Item 19 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01382212 00-33199

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Direct Marketing v59n10 PP: 40-41 Feb 1997 CODEN: DIMADI ISSN:
0012-3188 JRNL CODE: DIM
DOC TYPE: Journal article LANGUAGE: English LENGTH: 2 Pages
WORD COUNT: 970

*Repeat
Duplicate*

...TEXT: purchases quickly.

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